

STATE OF NEW MEXICO
OFFICE OF SUPERINTENDENT OF INSURANCE

Mailing Address: P.O. Box 1689, Santa Fe, NM 87504-1689
Physical Address: 1120 Paseo de Peralta, Room 428, Santa Fe, NM 87501
Main Phone: (505) 827-4601; Main Fax (505) 827-4734; Toll Free: 1-855-4-ASK-OSI
www.osi.state.nm.us

2014 MAR 20 PM 3 14
FILED
SUPERINTENDENT
OF INSURANCE

SUPERINTENDENT OF INSURANCE
John G. Franchini (505) 827-4299

ACTING DEPUTY SUPERINTENDENT
Alan Seeley (505) 827-4307



BULLETIN NO. 2014 - 005
March 19, 2014

TO: ALL HEALTH CARE INSURERS THAT PROVIDE, OFFER OR ADMINISTER HEALTH BENEFIT PLANS SUBJECT TO THE MANAGED HEALTH CARE GRIEVANCE PROCEDURES

RE: MANAGED HEALTH CARE INSURANCE CARDS [Repeals and Replaces Insurance Bulletin No. 2011 - 008]

THE FOLLOWING BULLETIN is issued pursuant to Insurance Bulletin Rules, 13 NMAC 1.21.1 to 1.2.10. This Bulletin repeals and replaces the OSI (Insurance Division formerly NM Public Regulation Commission) Bulletin No. 2011 - 008.

Each health care insurer shall provide each subscriber with the information required by Subsection B of 13.10.13.8 NMAC which requires the following:

... Basic consumer information, including the phone number of the managed health care bureau, shall be included on a newly issued covered person's health insurance card, or on a separate wallet-sized card, to include the phone number and website of the managed health care bureau, issued simultaneously with the newly issued health insurance card.

The Superintendent of Insurance hereby requests that the following language be included on the health care insurance card:

If you have a complaint about the coverage under your health plan, you may contact:

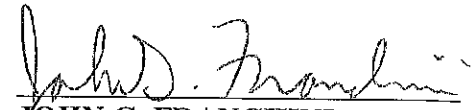
Managed Health Care Bureau

<http://www.osi.state.nm.us/managed-healthcare/contact-us.html>

1-855-427-5674

Any questions regarding this Bulletin may be directed to Kathi Padilla at 505-827-3811.

DONE AND ORDERED on this 19th day of March, 2014.


JOHN G. FRANCHINI
SUPERINTENDENT OF INSURANCE